



## HUMAN RESOURCES OFFICE TECHNICIAN / AGR ADMINISTRATIVE INSTRUCTION

Number: 09-39

9 Sept 2009

### WORK DISTRIBUTION OF UNITS BY THE CUSTOMER SERVICE BRANCH

1. In order to better serve the customer needs of our technician workforce of the California National Guard, all of the Air and Army units of the California National Guard will be serviced by specific personnel in the Customer Service Branch of the Human Resource Office (HRO). All technicians need to utilize their HRO Remote Designee at their unit level first for all human resource issues.
2. The Customer Service Branch manages, administers, and provides advice on various benefits programs such as; Thrift Savings Plan, Civil Service Retirement System, Federal Employee Retirement System, Federal Employee Health Benefits, Federal Employee Group Life Insurance, Uniformed Services Employment and Reemployment Rights Act, military and civilian deposits, and Office of Worker's Compensation Program. The Customer Service Branch also processes various actions in the Defense Civilian Personnel Data System such as appointments, conversions, temporary technician extensions, leave without pay, and return to duty actions. Other responsibilities include researching and assisting with pay problems, MyBiz/MyWorkplace, and many other personnel issues.
3. **Unit designation must be annotated** in the upper right hand corner of all documents sent to HRO that do not already show the unit to ensure personnel actions are routed to the proper section and processed in a timely manner.
4. The following units and their subordinate units are serviced by **Team 1**:  
MSgt Howard Bentley (Team Lead)  
SGT Lumbala Wa Lumbala, SGT Keyanna Siddons, and SrA Ariana Ocampo:

144th Fighter Wing	Camp Roberts Training Site	1106th AVCRAD
146th Airlift Wing	Los Alamitos Training Site	USPFO
Accession Task Force	CAMP SLO Training Site	100th Troop Command
115th RSG	224th Sustainment BDE	223rd Combat Arms Reg
40th Infantry Division	49th MP Brigade	

5. The following units and their subordinate units are serviced by **Team 2**:  
Ms. Bobbi LeBallister (Team Lead)  
Ms. Sharon Costello, SPC Laura Chavez, and SrA Straudjah Turner:

129th Rescue	Surface Maintenance	All FMS Shops
MATES Camp Roberts	CSMS – Long Beach	
MATES Fort Irwin	CSMS – Stockton	

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6. The following units and their subordinate units are serviced by **Team 3**:

2LT William Anderson (Team Lead)

Mrs. Cindy Phillips, Ms. Sahn Lomboy, and SPC Rebecca Zatzke:

CA ANG HQ

162nd Combat Comm Group

163rd Reconnaissance Wing

AASF – Sacramento

State Aviation

AASF – Fresno

AASF – Los Alamitos

AASF – Stockton

JFHQ

MILPO


AFRC – Los Alamitos

7. Contact information is as follows:

CAGNET: 6XXXX; DSN 466-XXXX, Commercial 916-854-XXXX.

Team	Rank	Last Name	First Name	Extension	Work email account
1	MSgt	BENTLEY	HOWARD	3636	<a href="mailto:howard.f.bentley@us.army.mil">howard.f.bentley@us.army.mil</a>
1	SGT	WA LUMBALA	LUMBALA	3711	<a href="mailto:lumbala.walumbala@us.army.mil">lumbala.walumbala@us.army.mil</a>
1	SrA	ARIANA	O'CAMPO	4250	<a href="mailto:ariana.ocampo@us.army.mil">ariana.ocampo@us.army.mil</a>
1	SGT	SIDDONS	KEYANNA	TBA	<a href="mailto:keyanna.siddons@us.army.mil">keyanna.siddons@us.army.mil</a>
2	Ms.	LeBALLISTER	BOBBI	3062	<a href="mailto:bobbi.leballister@us.army.mil">bobbi.leballister@us.army.mil</a>
2	Ms.	COSTELLO	SHARON	3158	<a href="mailto:sharon.costello@us.army.mil">sharon.costello@us.army.mil</a>
2	SPC	CHAVEZ	LAURA	3209	<a href="mailto:laura.tejeda@us.army.mil">laura.tejeda@us.army.mil</a>
2	SrA	TURNER	STRAUDJAH	3493	<a href="mailto:straudjah.turner@us.army.mil">straudjah.turner@us.army.mil</a>
3	2LT	ANDERSON	WILLIAM	3256	<a href="mailto:william.l.anderson1@us.army.mil">william.l.anderson1@us.army.mil</a>
3	SSG	PHILLIPS	CINDY	4240	<a href="mailto:cindy.l.phillips1@us.army.mil">cindy.l.phillips1@us.army.mil</a>
3	SPC	ZATZKE	REBECCA	3195	<a href="mailto:becky.zatzke@us.army.mil">becky.zatzke@us.army.mil</a>
3	Ms.	LOMBOY	SAHN	4493	<a href="mailto:sahn.m.lomboy@us.army.mil">sahn.m.lomboy@us.army.mil</a>

8. The POC for questions is Ms. Barbara Chiodo, Customer Service and Employee Development Branch Chief, CAGNET 6-3411, DSN 466-3411, commercial (916) 854-3411, or [barbara.chiodo@us.army.mil](mailto:barbara.chiodo@us.army.mil).

  
STUART D. EWING  
Captain, GS13, CA ANG  
Human Resources Officer

DISTRIBUTION:

Air: TA

Army: TA